

Digital Transformation of Public Administration: Challenges and Opportunities in North Macedonia

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The thesis examines the digital transformation of public administration, focusing on the challenges and opportunities in North Macedonia. It analyses the national strategic directions in relation to European requirements and the practical constraints affecting implementation, such as insufficient coordination, resources, and capacities. The thesis concludes that technology alone is not sufficient: successful transformation depends on institutional readiness, standardised processes, secure and interconnected systems, and continuous investment in digital literacy among both public administration employees and citizens.

Keywords: Digital transformation · E-government · Public administration